

New Hampshire

- Single Statewide Program
- Functions within State Government as Administratively Attached
- Over 14500 elders served by:
 - State Long-Term Care Ombudsman
 - 4 Regional Long-Term Care Ombudsman
 - Volunteer Coordinator serves as one of these
 - 35 current Certified 5 in process of Certification

Recruitment Tools

- Volunteer NH = Volunteer Match
 - Login and use the site before posting
 - What are the best keywords to use
 - Create several opportunities long-term short term that are more specific
 - Watch your stats that will help you in knowing if your listing is effective



New Hampshire Office Of The Long-Term Care Ombudsman - Statistics

- Overview
- Agency Listing
- Opportunities
- Events
- Board Connections
- Contacts
- Locations
- Referrals
- Hours
- Help

Agency Stats

Total Hits: 4,163

Results: 94 Page: 1 of 11 [Next](#)

	Month	Number Hits
1	Nov 2011	26
2	Oct 2011	23
3	Sep 2011	24
4	Aug 2011	26
5	Jul 2011	37
6	Jun 2011	39
7	May 2011	35
8	Apr 2011	58
9	Mar 2011	53



8	Apr 2011	58
9	Mar 2011	53

Opportunity Stats

Total Hits: 5,910

Results: 144 Page: 1 of 16 Go [Next](#)

Month	Listing	Number Hits
1 Nov 2011	Advocacy for Elders in Long Term Care settings	11
2 Nov 2011	Advocate for Seniors in Residential and Nursing Home Settings	14
3 Nov 2011	Residents in Nursing Homes Need Your Advocacy!	4
4 Nov 2011	Residents in Nursing Homes Need Your Advocacy!	3
5 Oct 2011	Advocacy for Elders in Long Term Care settings	13
6 Oct 2011	Advocate for Seniors in Residential and Nursing Home Settings	14
7 Oct 2011	Residents in Nursing Homes Need Your Advocacy!	5
8 Oct 2011	Residents in Nursing Homes Need Your Advocacy!	5
9 Sep 2011	Advocacy for Elders in Long Term Care settings	8

[Contact Volunteer NH!](#)

Listings

- Advocate
 - Gets more view
 - “the ‘A’ makes a difference
 - Reaches out to the volunteer as opposed to the elder
 - Gives the volunteer a sense of importance
- Residents
 - Not as effective as the other
 - Shows up later in alpha listings
 - Shows the resident needing help not as a needed position from the volunteer perspective

Brochures

- Provide information about who we are and what we do
- All in one brochure directed toward elders in facilities, staff, family/friends, and potential volunteers.
- Response card included (tear off)

Word of Mouth

Best recruiting tool are our
volunteers!

Greatest Nemesis!

Education

- Screening (pre-education education)
- 30 hour classroom
- Minimum of 10 hours with a mentor
- Specific competencies must be completed
- Ongoing education via statewide meetings and conferences

Tools to help

- NORS code guide

	NORS CODES	
	Certified Ombudsman Volunteer Representative Guide	
	Volunteer can manage independently	Volunteer must consult with OLTCO staff prior to involvement
	Volunteer must notify OLTCO staff - Regional Ombudsman Only	
B. ACCESS TO INFORMATION	B. ACCESS TO INFORMATION	B. ACCESS TO INFORMATION
Access to own records	Access to Ombudsman/visitors	
Access to facility survey/staffing reports/license		Information regarding advance directives
Information communicated in understandable language	Information regarding medical condition, treatment and any changes	
	Information regarding rights/benefits/services	

Retention

- Layers of support
 - Volunteer coordinator
 - Screening, education, initial support person throughout certification
 - Administrative support with process, mileage, visitation reports, assignments and other volunteer opportunities
 - Mentor
 - In facility support throughout certification, ongoing relationship as needed can go back, learning from someone who does it
 - Regional
 - Routinely in that facility, more direct supervision and direction and ongoing communication about what's going on in their facility

Layers of Volunteer Involvement

Traditional Volunteer	Once a month	Office volunteer
Support of Statewide Resident Council	Mentor	Education Volunteer
Snow bird volunteer	Co-facility volunteer	New to come... investigation certified vol.

Recognition

- Annual recognition event in the spring
- Birthday cards
- Scholarship for training/education
- Nominations for other recognition programs
 - Spirit of NH Award
 - Creation of Statewide elder advocacy award
- Being there

Recognition



- Friends of NHOLTCO 501(c)(3)
 - Annual fundraiser for recognition event
 - Fiscal agent for educational programs which then provides opportunities for scholarships
 - Opportunity for community to give